

**ORGANIZATIONAL COMMITMENT AND JOB SATISFACTION AMONG STAFF OF
HIGHER LEARNING EDUCATION INSTITUTIONS IN KELANTAN**

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ABSTRAK

Tujuan kajian ini dilakukan adalah untuk mengkaji hubungan diantara komponen-komponen komitmen organisasi dan kepuasan kerja dalam kalangan pekerja di Institusi Pengajian Tinggi di negeri Kelantan. Hasil kajian ini dapat menjadi penyumbang penting kepada penyelidikan sedia ada berkaitan pengurusan dan gelagat organisasi. Pada permulaan kajian ini, dinyatakan tujuan, soalan kajian, dan keperluan kepada kajian ini dilakukan. Seterusnya, tinjauan literasi membincangkan tentang komitmen organisasi dan kepuasan kerja yang menumpukan kepada hubungan di antara kedua pemboleh ubah. Sebanyak 96.3 peratus daripada 300 responden telah memberi respon mereka. Hasil kajian menunjukkan komitmen afektif, komitmen normatif dan komitmen berlanjutan tidak mempunyai hubungan yang signifikan dengan kepuasan kerja.

Kata kunci : komitmen afektif, komitmen berterusan, komitmen normatif, kepuasan kerja.

Abstract

The purpose of this study is to examine the relationship between components of organizational commitment and job satisfaction among employee at Higher Learning Education Institutions in Kelantan. Therefore this study could make important contribution to extant research in management and organizational behavior. In the beginning of this study, the purpose, research question, and the need for the study is given. Then, literature is discussed about organizational commitment and job satisfaction that focusing on the relationship between them. The study generated a 96.3 percent response rate from 300 respondents. The result showed that affective, continuance and normative commitment that was not found to have significant positive relationship with job satisfaction.

Key words : *Affective commitment, continuance commitment, normative commitment, job satisfaction.*

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CHAPTER 1

INTRODUCTION

1.1 Background Of The Study

Job satisfaction has been an important topic over the years (Akfopure, 2006). The relationship between man and work has always attracted the attention of philosophers. A major part of man's life is spent at work. Work is social reality and social expectation to which men seem to confirm. It not only provides status to the individual but also binds him to the society. An employee who is satisfied with his job would perform his duties well and be committed to his job, and subsequently to his organization. Thus, it is of utmost importance for employers to know the factors that can affect their employees' job satisfaction level since it would affect the performance of the organization as well.

Employees are among the most important determinants and leading factors that determine the success of an organization in a competitive environment. Besides that, if managed properly employee commitment can lead to beneficial consequences such as increased effectiveness, performance, and productivity, and decreased turnover and absenteeism at both the individual and organizational levels (Fiorita, Bozeman, Young & Meurs, 2007). An employee who is satisfied with his job would perform his duties well and be committed to his job, and subsequently to his organization. Thus, it is of utmost importance for employers to know the

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